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Conocimiento y Reducción del Riesgo Program – CRRP Colombia



Annual Report

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Acronyms and Abbreviations

CAH	Corporación Ayuda Humanitaria – Humanitarian Assistance Corporation
CBE	Comité Barrial de Emergencia – Neighborhood Emergency Committee
CRRP	Conocimiento y Reducción del Riesgo Program – Knowledge and Risk Reduction Program
DAGRD	Departamento Administrativo de Gestión del Riesgo de Desastres de Medellín – Disaster Risk Management Administrative Department of Medellín
DRR	Disaster Risk Reduction
EDU	Empresa Municipal de Desarrollo Urbano – Urban Development Municipal Company
FENALCO	Federación Nacional de Comerciantes – Antioquia; National Federation of Merchants - Antioquia
GRD	Gestión del Riesgo de Desastres – Disaster Risk Management
ISVIMED	Instituto Social de Vivienda y Hábitat de Medellín – Social Institute of Housing and Habitat of Medellín
JAC	Junta de Acción Comunal – Community Action Board
JAL	Junta Administradora Local – Local Administrative Board
MSOL	Programa de Superación de Pobreza Extrema Medellín Solidaria – Program for Overcoming Extreme Poverty Medellín Solidaria (supportive)
SIATA	Sistema de Alertas Tempranas del Valle de Aburrá – Early Warning System of Valle de Aburrá
UPB	Universidad Pontificia Bolivariana

1. Executive Summary

The CRRP Program aims to contribute to the reduction of the social and economic impact of the disasters in the neighborhoods of the city of Medellín, Colombia, a population of 56,304. To achieve this, the actions of the Program are centered on the creation or strengthening of the local capacities for disaster risk management at the individual, organizational and DRM sector in general. The Program is structured around three strategic objectives: *i)* to strengthen the planning and preparation capacity of the community organizations and to promote the public-private associations in DRR, *ii)* to reduce the vulnerability of the neighborhood settings most prone to disasters, and *iii)* to increase the recovery capacity of the market systems in selected neighborhoods.

Global Communities initiated Program operations on October 1, 2014, with initial support of the Universidad Pontificia Bolivariana (UPB) and the Federación Nacional de Comerciantes (National Merchants' Federation) – FENALCO Antioquia, on the development of the annual work plan and the baseline survey. Once progress was made in the participatory mapping, the Corporación Ayuda Humanitaria (Humanitarian Assistance Corporation) was actively linked to the process.

It is expected that by the end of the project each neighborhood will have a disaster risk reduction plan, technical studies or small mitigation construction work, 50 houses engaged with improvement construction work, 2,200 homes sensitized about behaviors at home in terms of DRR, and 200 local merchants or businesses will have improved their knowledge of DRR, and developed business continuity plans.

As of September 30, 2015, in the neighborhoods of Santo Domingo Savio No. 1 and El Compromiso in Commune 1- Popular and in the neighborhoods of Llanaditas and El Pinal in Commune 8- Villa Hermosa, the Program has carried out more than 100 workshops, with the participation of 500 persons and 50 community-based organizations in the participatory development of knowledge regarding DRM in order to design management plans in the four neighborhoods.

In a process of consensus-building with the community, five risk mitigation construction projects have been defined. The methodology and the pedagogical support material was designed for the assistance to the homes with the campaign “My house as a safe space.” Consultation visits were carried out to 200 productive units with support material in the booklet “I Manage Risk, I Grow My Business.” 29 organizations have been visited, generating agreements with four public sector entities and five private sector companies.

2. Introduction

The following document makes available the information corresponding to the first year of implementation of the Knowledge and Risk Reduction Program (CRRP), for the period October 1, 2014 to September 30, 2015. The Program is implemented in accordance with the Neighborhood Approach in four neighborhoods of the city of Medellín, Colombia: Santo Domingo Savio No. 1 and El Compromiso in Commune 1-Popular, and in Llanaditas and El Pinal in Commune 8 Villa Hermosa.

Starting from the proposal development stage, the Program has relied on the support of the Administrative Department of Disaster Risk Management – DAGRD and the Program for Overcoming Extreme Poverty - Medellin Solidaria (supportive), with whom a quarterly meeting with a presentation committee is held to discuss the Program's progress and achievements, and consultations are carried out to share information about the methodologies applied in the neighborhoods.

The Program also has the support of three implementing partners that specialize in the sub-sectors in which they work and collaborate with their results in the dissemination of the activities of the remaining sub-sectors. Global Communities organizes and coordinates the implementation of these sectors in order to maintain the integrity of the Program through the information management between sectors, the operational coordination of the partners, knowledge management within the sub-sectors, and of the Program as a whole. Furthermore, it leads the public-private alliances for the DRR in the four neighborhoods, and assists with the promotion of the Program to different municipal and national entities.

The following pages contain a detailed report of all the activities implemented and their main results, organized by the three strategic objectives of the Program, and the sectors and sub-sectors associated to each one. Similarly, the results obtained in the indicators of each sector are included; successful cases are presented and identified for each analysis category of the systematization of the process. Finally, the challenges and relevant issues are presented to keep in mind during the implementation of the second year of the Program.

3. Implementation activities by program objective and expected results

To initiate the implementation of the CRRP Program, Global Communities entered into agreements with two implementing partners: UPB and FENALCO, which collaborated on the design of the annual work plan and the baseline survey. Subsequently, with more precise information about the particular conditions of the neighborhoods with respect to knowledge of DRR, the efforts of the Program were focused on carrying out the first phases of the Neighborhood Approach:

Participatory risk assessment and planning, and development and adoption of implementation plans. During the first year, important negotiations were carried out to guarantee the implementation of the two following phases: selection and implementation of neighborhood interventions, and systematization and dissemination of project results. Charts 1 and 2 summarize the activities carried out per each sub-sector and, more thoroughly, per intervention phase with the neighborhood approach.

First steps

Baseline: As a primary source, three surveys were carried out for three target populaces: homes, community-based organizations, and local businesses. As a secondary source, official documents were obtained from organizations at the municipal level with competencies and responsibilities in DRR, such as Municipal Planning, the Administrative Department of Disaster Risk Management (DAGR), the Urban Development Municipal Company (EDU), Housing and Habitat Social Institute of Medellín (ISVIMED), the Program for Overcoming Poverty Medellín Solidaria, as well as the studies and research carried out by the Program's implementing partners.

Commune	Neighborhood	Homes	Merchants	Organizations
Commune 1 Popular	Santo Domingo	200	86	6
	El Compromiso	60	48	
Commune 8 Villa Hermosa	El Pinal	109	104	9
	Llanaditas	144	80	
Total		513	318	15

Following the development of the work plan, the Monitoring and Evaluation Plan, and the Baseline Survey, the objectives, the activities and timetable of intervention in each one of the neighborhoods were presented to municipal entities and neighborhood organizations, including EDU, DAGRD, Medellín Solidaria, Secretary of Economic Development, Municipal Planning, and ISVIMED. In each neighborhood presentations were also given to the Emergency Neighborhood Committees (currently Risk Management Community Committees), the Community Action Boards (JAC),

Local Administrative Boards, and other civil society organizations with presence and recognition in the territory.

SECTOR 1: RISK MANAGEMENT POLICY AND PRACTICE (RMPP)

Objective 1: Build the planning and preparedness capacity of community organizations in DRR and foster public-private partnerships in DRR.

Subsector Policy and Planning

Once the program was presented, the leaders of each neighborhood were contacted to summon the other members of local organizations. With the aim of unifying concepts and criteria, a workshop on “Fundamentals of Disaster Risk Management” was carried out in each neighborhood. In total, 115 persons participated from the community, which included volunteers of the CBE, firefighters, members of the JAC and the JAL, personnel from educational institutions in the neighborhoods, women’s collectives, and other organizations.

Subsequently, a work timetable was defined, establishing one day a week for the work within each neighborhood. This first stage was implemented in a participatory analysis that can be summarized in the following phases:

1. Collective reconstruction of the transformations of the territory: by way of a timeline, a historical reconstruction of risk was carried out in each neighborhood, from the individual perception, and subsequently the collective perception on the basis of guiding questions such as: “*What was the neighborhood like before residing in it? What have been the major transformations of the neighborhood space? What is the origin of those who currently reside in the neighborhood? What, if any, sort of disasters/major events have occurred in the neighborhood?*”

Analysis of threats, vulnerability and characterization of the risk scenario: in each group the first item to be addressed was to spatially locate the inhabitants of the neighborhood in the official layout plan of the municipality¹. Following this, the different threatening phenomena were depicted with an iconography, mostly proposed by the community, which represents said threats. The causes and scale of affectation were then identified, taking into account the degree of exposure of lives, infrastructure, and daily life of the neighborhood². In this exercise, 16 threats of a general type were identified (that do not manifest exclusively in a neighborhood, such as earthquakes or strong winds), as well as 160 threat points in the four neighborhoods.

2. Field checks: with the aim of visualizing the threats, determining possible causes, and exposing elements when the manifestation of the phenomena occurred. These field checks are carried out with the accompaniment of Program engineers, with the purpose

¹ Official Map of the Administrative Planning Department of Medellín (2006). Scale 1:2000.

² The causes, scale of affectation and probability of occurrence based on the perception of the community, on the basis of the historical reconstruction; whether they consider that in case of the threat materializing it may occasion injured/deaths, affectation of the daily life of the community, and in the neighborhoods infrastructure; and the degree of importance/priority that the participants assign to each one of the threats.

of contributing a vision from their area of knowledge. In total, four field checks were carried out in which the sectors with the greatest threat points identified were visited.

3. Identification of key actors per risk scenario, and of possible risk reduction measures: the community was oriented in the generation of structural and non-structural measures on the basis of the following questions at two moments in time, short- and long-term: *How to solve the cause of the threat and prevent it from happening again in the future. Who can solve the cause of the threat now, and who can prevent it from happening again in the future?*



Participatory Mapping - Llanaditas



Participatory Mapping -Santo Domingo Savío 1

In addition, other meetings with community leaders took place with different stakeholders of the Program: two meetings with OFDA in which DAGRD and officials of the municipal administration also participated; one field trip and integration with the participants of the Santo Domingo Savio No. 1 neighborhood (this activity was organized by initiative of the community) and the test on the field of “My House as a Safe Space” in the Llanaditas neighborhood.

With the support of SIATA, field checks were carried out with respect to the points identified in the maps developed with the community, to verify the importance of installing new risk monitoring instruments in the neighborhoods. The community also had the opportunity of visiting its offices and to familiarize themselves with the experience of the follow-up to the hydro-climatic variables of the Valle de Aburrá, the generation of the framework of risk management of the early warning system of the Municipality of Medellín; from these visits, various outreach proposals arose of the SIATA to the intervention neighborhoods. (Annex 1)



Visit of the community to the SIATA facilities



Visit measuring instruments installation– El Pinal – September 10, 2015

As a result of this first phase, each neighborhood developed a map with the community, where the limits and sectors are represented that are recognized by the neighborhood's inhabitants who participated in the workshops, as well as the different threats per scale of affectation. (Annex 1: Digitalized Map of Llanaditas)



Exposure icons – El Pinal neighborhood– July 19/2015



Participatory mapping – Llanaditas neighborhood – July 29/2015

Sub-sector: Public Private Partnerships

Initially, an outreach scheme was designed with the municipal public and private entities, in which four important moments are detailed in the process from the outreach up to the signing of the agreements. As a central axis, the sharing of information was contemplated as a fundamental element in generating the coordination of processes on the basis of the creation of meeting spaces that facilitate the building of trust among organizations. Once the common points are known and possible areas to create synergies are identified, the bases are established for the coordination of the programs and it is formalized by the signing of a memorandum of understanding or acceptance of the alliance.

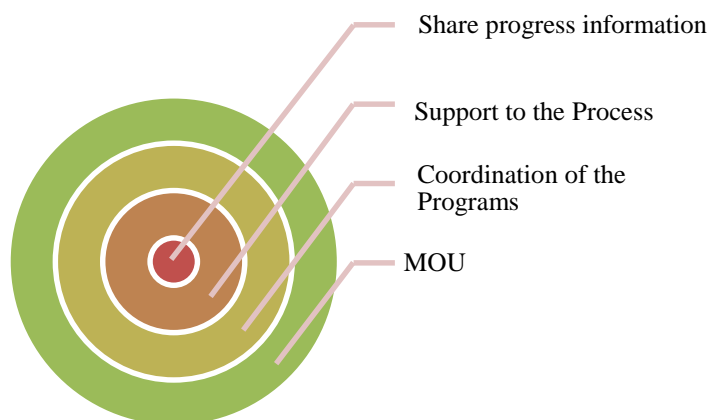


Figure 1 PPP Scheme

The main entities with a stake in DRR that participate in the Program's quarterly committee roundtables are requested to provide their regular updates and constructive feedback. With regard to the private sector, and with the support of FENALCO, a key database was consolidated of

businesses to contact in the city to collaborate with the three CRRP Program sectors. This database includes providers of construction materials, large retail outlets or wholesale marketplaces, and entities that offer or promote microfinance products, among others.

In total, Program presentation meetings or visits were carried out with 29 different entities, nine of which resulted in the signing of an agreement. Another 15 are currently in the process of analyzing or reviewing the alliance proposal.

SECTOR 2: SHELTER AND SETTLEMENTS

Objective 2: Reduce the vulnerability of neighborhood spaces most prone to disasters through neighborhood reconfiguration, repair of critical infrastructure, shelter retrofitting and a DRR-related behavior change campaign.

The activities of this sector have been somewhat delayed, primarily because it required greater amount of time in consolidating the results of the participatory mapping, which are the main input for the community consensus building of the collective impact mitigation construction work that was prioritized. As a result, during this period, progress was made in the design of the strategy “My House as a Safe Space”, including the adaptation of the intervention methodology, the design and revision of the support material with the implementing partners and the local authorities. In addition, progress was made in the process of the selection and contracting of the group of facilitators, and an agreement was reached with DAGRD to reproduce the campaign in all the CBEs of the 21 localities of the municipality.

Risk mitigation construction works

With the CAH readiness, activities were carried out for the realization of mitigation construction work in the neighborhoods. Initially, a consultation process was carried out with the principal public entities of the municipality with the aim of compiling an inventory of the investment construction works and projects programmed in the four neighborhoods. In total, six entities were consulted (Isvimed, EPM, Municipal Planning, EDU, DAGRD and Physical Infrastructure Secretary Office), identifying possibilities of coordination with the EDU in its program of education of the final disposal of garbage, which may serve as a model to implement, taking into account that it was a recurrent cause found in the analysis of the causes of the threats in the neighborhoods.

With the above scenario as context, the design of the reconfiguration of the neighborhoods begun with the participating community. UPB and the CAH jointly administered 19 work roundtables (12 directly in the neighborhoods), and technical inspections were carried out on the sectors in which the community identified possibilities of mitigation through civil construction works, including other points that, from a technical point of view, their intervention may be recommended. Subsequently, discussion groups were held with the participants to analyze the advantages and disadvantages of each one, and the importance in terms of community benefit. As a result of this exercise, in each neighborhood a record of the inspection was issued in accordance with the prioritized points to proceed with the technical designs of the reparation or reconstruction

measures. Five construction works have been selected, all of them related with repairs or construction of pedestrian paths in areas of high traffic and which have minimum security.



Sectores de obras de mitigación 1. El Pinal – 2. El Compromiso

During this process, the organizations participating in the development of the plans play an important role, not only due to the opportunity of deciding the type of construction work that their territory requires to reduce or mitigate the disaster risk conditions, but also because of the capacity of carrying out part of their planning exercise in the implementation of the construction works and activities identified as necessary and as a priority. In this manner, the organized community has the tools for the conscription of proposals for DRR discussed within the same community, and an experience regarding the management cycle, from planning and programming until reaching the implementation of structural and non-structural measures that involve diverse sectors of the public administration, civil society, academia, and the private sector.

My House as a Safe Space

Initially, the methodologies of other programs have included door-to-door improvement proposals of habitability and health conditions. Medellín Solidaria, together with DAGRD, analyzed the possibilities of adopting a comprehensive proposal of disaster risk reduction on the basis of changes in behavior within the home. During the process of the design of the content, tests were carried out with a focus group to evaluate the content of the support material.

The campaign will be implemented in a series of five visits per home, in order to implement three modules and to realize the diagnosis and evaluation of the process with the risk assessment method. The modules are designed to incorporate the DRM insight at the organizational level (*My Neighborhood*), that of resources (*My house*) and of persons (*My home*).



Cover page of "My Home as a safe space"



Monitoring board (risk diamond per module)

20 sectors were prioritized for the campaign's intervention, taking into consideration the following criteria:

- Population composition of each one of the neighborhoods
- Demarcation of the neighborhood from the participatory mapping
- Scale of the threatening phenomena
- Quantity of critical risk points identified in the participatory mapping
- Proximity of the identified sectors

The prioritization of the homes will be carried out in accordance with the Program of Overcoming Extreme Poverty, Medellín Solidaria.

Finally, the selection process and training of 17 resident facilitators in the communes where the Program operates was realized. 16 women and one man will be responsible for replicating the campaign in the neighborhoods and motivating the community agents to voluntarily engage with their neighbors.

Neighborhood	No. of prioritized sectors	No. of facilitators
El Compromiso	2	3
Santo Domingo Savio No.1	6	6
El Pinal	6	5
Llanaditas	6	3
Total	20	17

SECTOR 3: ECONOMIC RECOVERY AND MARKET SYSTEMS (ERMS)

Objective 3: Increase the resilience of market systems in targeted neighborhoods by improving DRR awareness and contingency planning among small business owners.

At first, the Program carried out summons to the merchants of the four neighborhoods, seeking to create sector roundtables to promote association building in accordance with the baseline results. Taking into account that this Program is working in the Economic Recovery and Market Systems sector, in the context of prevention and preparedness, the actions are focused on three critical sectors for the neighborhoods: (1) grocery stores, supplies and food services; (2) warehouses and hardware stores; and (3) drug stores and pharmacies.

From the first summons, the merchants of the sector expressed enormous difficulties in attending meetings, primarily due to conflicts with their business schedules. As a result, the work scheme with the merchants was adjusted, and instead of carrying out work roundtables, each merchant was visited directly in their business. For this purpose, support tools were designed (input and output) as well as a booklet that will facilitate the transference of contents and the design of the continuity plan.

The primary support tool in the consultation visits carried out with the merchants (productive units) is the booklet “I manage the risk, I grow my business!” that includes issues of risk and continuity of the business in the face of disasters, and also covers issues of an organizational and strategic type of the productive units. The booklet is structured in 2 modules, focusing on the needs of the productive units of the different neighborhoods, which lack certain tools that would allow them to increase resiliency in the face of a possible emergency and to improve weak organizational structures that can increase their vulnerability.



Initial diagnosis merchants

With the aim of prioritizing the assistance and the consultations, an initial diagnosis was carried out that would evaluate the merchants and determine the most adequate process of intervention in the different productive units. The diagnosis will serve as the basis for the final evaluation of the implementation of this sector, which includes the following aspects:

1. General information of the business: formal records, type of business, location, etc.
2. Knowledge about risk management: if there have been damages within the business, what has been done to prevent the damages, evidence of capacity building, etc.
3. Knowledge of business continuity plans and supply chains: development of a continuity plan, and the importance of supply chains, among others.
4. Knowledge about administrative and financial aspects: expertise of employees, understanding their roles, managing the business accounting, organizational structure, etc.
5. Knowledge about marketing and sales: communication with the clients, marketing strategies, business image, among others.

As a result of the above, the following information was obtained: 13% of the businesses visited have suffered damages in the business due to the effect of disasters. Nevertheless, only 13% of these undertook corrective measures in order to avoid future damages. Only 41% of the businesses have a first-aid medical kit; and of these only 6% have keep the kits up-to-date. Although 81% of the merchants report they have identified the most important processes so that their business may be able to function, only 11% knows what constitutes a business continuity plan.

In the first visit to the merchants about the risk context and the business continuity plan, FENALCO worked with the support of the UPB with the aim of initiating the identification of points in common in the development of the neighborhood risk management plan, and to share information of the threats identified in the maps with the community. In this respect, the merchants first identify their internal threats and with the results of the participatory mapping the recognition with greater clarity of their external threats is facilitated.



Visits to small business – Barrio el Compromiso



Visits to small business – Barrio Santo Domingo Savio

On the other hand, with the first round of visits to the productive units the problem that the merchant community faces in terms of strengthening and growing the business was identified.

Some associated the issue with the urban safety situation in the neighborhoods, such as the monopoly in the distribution of products, illegal charges due to extortion, and vandalism, among others.

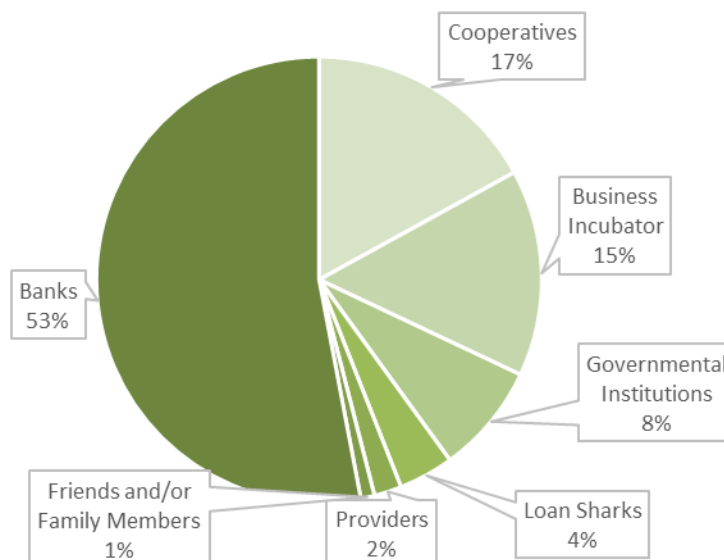
Financing Models

With the aim of identifying the financing institutions and models utilized by the merchants to provision their businesses, a survey was carried out with the 200 productive units to discover the sources of financing of their businesses, and if these sources are recognized as formal institutions. Of the 200 companies or productive units, 125 (63%) know and/or have utilized different financial services, both formal and informal.

The remaining 37% do not recognize or have not utilized financing services for the following reasons:

- Did not remember any institution spontaneously
- Do not know institutions that provide credit to the merchants
- Are not interested in credit or in accruing debts
- Have their own capital, which allows them to have liquidity to pay for purchase orders.
- What they provision is small, and for that reason what they sell in a day allows them to pay for materials with which they wish to be supplied.
- They have direct credit with providers

The 63% who have utilized or recognize financial services mentioned 199 sources of financing which is summarized below:



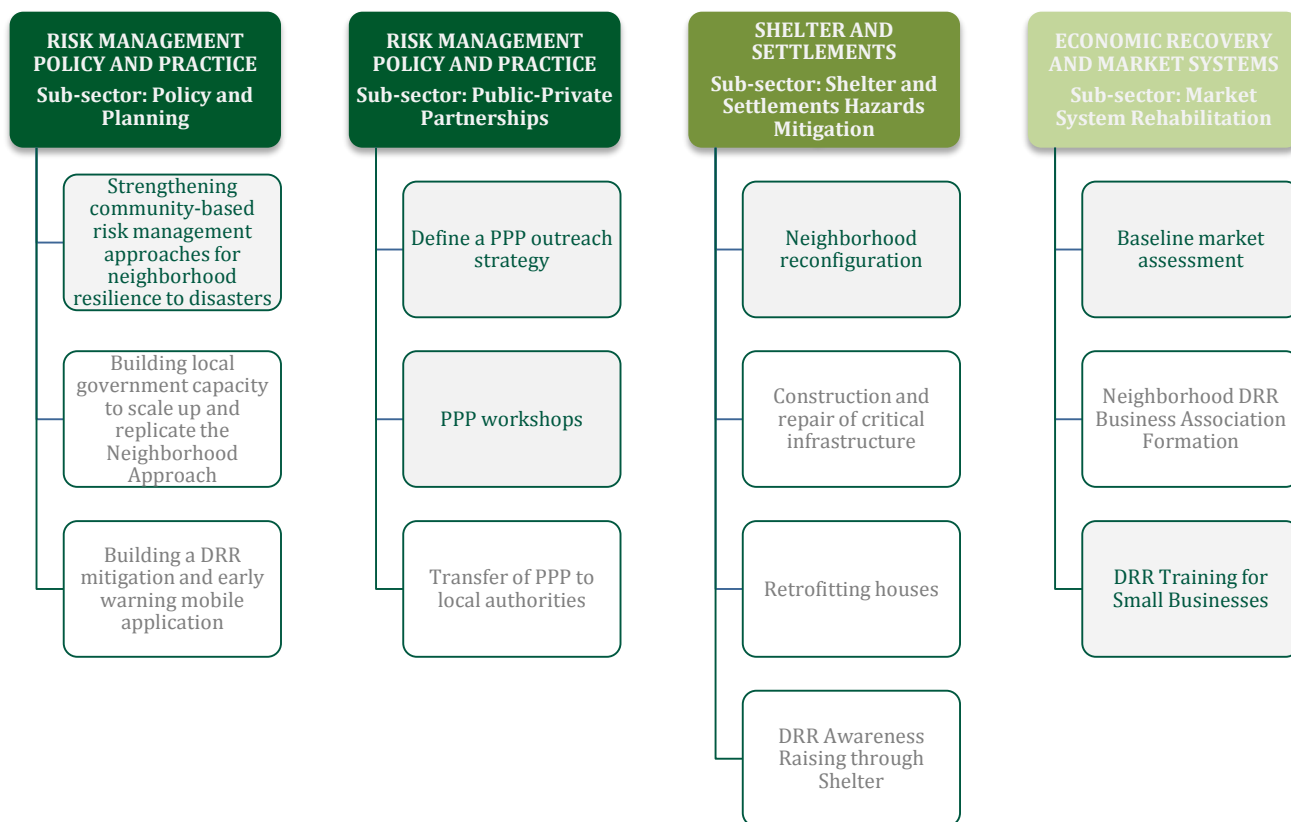
Supply Chains

For the analysis and the structuring of the supply chain, a survey was carried out with the merchants of the neighborhoods in order to establish how their system of provisioning functions, and thereby an analysis was performed that allowed them to develop a supply plan with which the internal commerce may be strengthened, and be applied in case an emergency should occur. The design of the survey was realized on the basis of the guidelines of the creation of supply chains and contains variables such as:

- From whom do you purchase?
- Where do you purchase?
- How often do you purchase?
- How do you transport it?
- Payment method of the products that are purchased?
- To whom do you sell it?
- Seasonal variation

With this first outreach the market maps for the three sectors prioritized in the Program were able to be obtained (Annex 3).

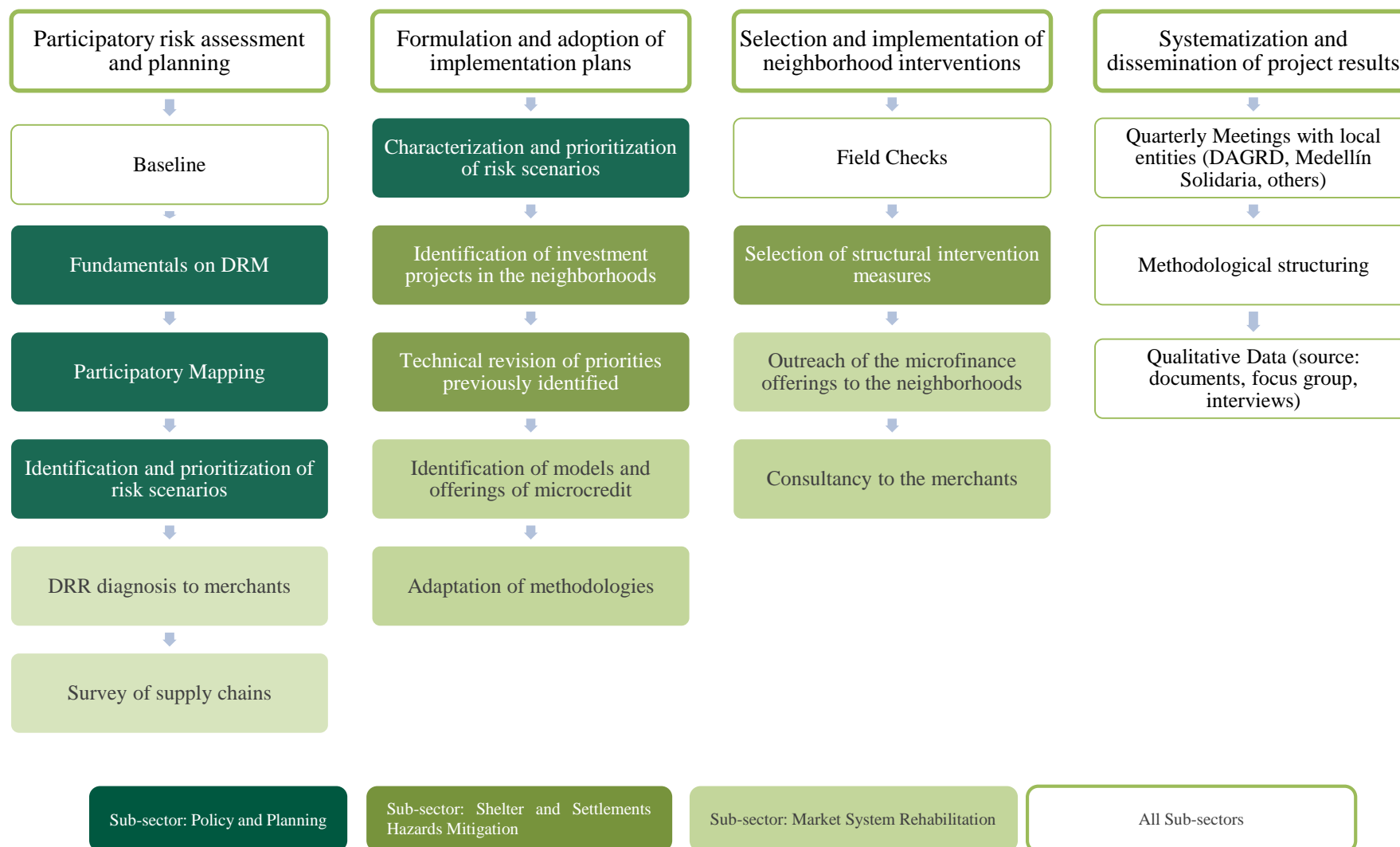
Summary of activities according to the Logical Framework



*Activities that had been accomplished or more than 60% done.

* Ongoing activities or planned for the second year

Summary of activities per phase of intervention: Neighborhood Approach



4. Progress report by sector

All sectors

Indicator 1: OFDA7 Percentage of the neighborhood that benefits from results of the disaster risk reduction (DRR) program	Cumulative Target: 10%	Cumulative progress to date: 12%	Target for the life of the project: 10%	% of progress towards target: 12%
<p>The total corresponds to 1.2% of the total population in the four neighborhoods. As the goal is 10%, we have reached 12% of this. The biggest breakthrough of the goal will be met with the results of the campaign "My Home as a Safe Space", that just began in September, with the field team training. All of them are residents of the <i>comunas</i> where CRRP is currently working.</p>				

SECTOR 1: Risk Management Policy and Practices

SUB-SECTOR: Policy and Planning

Indicator 1: OFDA1 % of community members engaged in project design and implementation	Cumulative Target: 10%	Cumulative progress to date: 12%	Target for the life of the project: 10%	% of progress towards target: 12%
<p>The result includes 500 participants from 50 community-based organizations (CBOs) that have participated in the workshops on participatory mapping and 200 representatives of productive units or businesses that have participated in the activities for the recovery of market systems.</p>				

Indicator 2: OFDA2 Score of involvement by community-based organizations in the design and implementation of the DRR project	Cumulative Target: 3	Cumulative progress to date: 3	Target for life of project: 5	% of progress towards target: N/A
<p>This indicator is on a scale described in the OFDA Urban DRR Custom Indicators, and is not an absolute number. Representatives from 50 community-based organizations have participated in the training on identifying hazard scenarios, risk assessment and proposing implementing measures to reduce risk. Participants among these groups include internally displaced people, persons with disabilities, elders and mostly women.</p>				

Indicator 3: OFDA3	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
Scale of local government involvement in the DRR project	5	3	5	N/A
<p>This indicator is also a scale described in the OFDA Urban DRR Custom Indicators, and is not an absolute number. The Departamento Administrativo de Gestión del Riesgo de Desastres (DAGR) and Medellín Solidaria actively participated in the program by helping to develop the content of the brochures. Considering that they had participated more in the planning than in the application, for this period the scale is lower. We had begun an agreement with DAGRD to replicate “My Home as a Safe Space” with all the CBEs (Neighborhood Emergency Committees) of the city, which work with more than 1,000 volunteers of DAGRD. The total score is the average rating given by the implementing partners and the Global Communities field team.</p>				

Indicator 4: OFDA4	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
Ratio of vulnerable people (youth, elderly, <u>women</u> , and persons with disabilities) engaged in project design and implementation to number of community members incorporated in these processes.	70%	64%	70%	64%
<p>64% of the people participating in the Program’s activities are women (73% in participatory planning and 49% in ERMS). CRRP is making big efforts to obtain specific data of persons with disabilities and internally displaced people who are participating. Other strategies are being planned to invite new youth organizations and other vulnerable people (indigenous and Afro-Colombian residents) to participate in the design of the RRD Plans for the neighborhoods.</p>				

Indicator 5: CRRP 1.2	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
Number of people participating in discussions regarding national risk reduction strategies as a result of the program, disaggregated by gender	1,000	500	1,000	50%
<p>Despite the fact that between 24 and 32 different activities have been carried out per neighborhood, the issue of the knowledge of DRR at the community level continues to be a relatively new topic. At the community level, it has been particularly difficult to move from the assistance or response to the disaster to covering knowledge management. On the other hand, the perseverance in the participation has also been a challenge for the implementation of the Program, since in these communes there are a great number of social community programs working in diverse issues (education, health, environment, recreation, etc.).</p> <p>In these neighborhoods, activities have been implemented in various phases of discussion for the community. The one with the greatest deployment has been that of the participatory mapping, which includes the analysis and characterization of risk scenarios, analysis of vulnerabilities, identification of key actors, and of possible risk reduction measures. The following table shows the number of activities carried out in each neighborhood:</p>				

Neighborhood	Presentation	DRM Fundamentals	Timeline	Participatory Mapping	Field Check	Work Roundtables	Others	Total
Santo Domingo Savio	1	1	2	21	1	1	2	29
Llanaditas	1	1	3	20	1	1	5	32
El Compromiso	2	1	3	14	1	5	1	27
El Pinal	1	1	2	14	1	5		24
Total	5	4	10	69	4	12	8	112

		# participants per # activities			
Neighborhood	No. Participants	1-5	6-10	11-15	16+
El Pinal	162	142	9	9	2
El Compromiso	112	84	14	11	3
Santo Domingo Savio 1	118	92	9	10	7
Llanaditas	108	77	14	9	8
Total	500	395	46	39	20

Indicator 6: CRRP 1.3 Number of communities and stakeholders engaged in the development of plans, policies, and strategies.	Cumulative Target: 48	Cumulative progress to date: 50	Target for life of project: 48	% of progress towards target: 104%
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Within the participating organizations aside from the CBEs, other organizations have become engaged that traditionally did not work in DRR, but have understood the importance of the issue for the safety of the neighborhood, and in general for the development of their community. In addition, they have found a space to interact with other residents of the neighborhood, strengthening the vision of risk as a collective issue. Members of the Community Action Boards (Juntas de Acción Comunal) and Local Administrative Boards (Juntas Administradoras Locales), and delegates of different sectors (health, housing, environment), among others, also participated.

No. of organizations per neighborhood	
Commune 1	18
El Compromiso	11
Santo Domingo Savio N1	7
Commune 8	32
El Pinal	12
Llanaditas	20
Total	50

SUB-SECTOR: Public-Private Partnerships

Indicator 1: CRRP5		Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
Number of private sector partners supporting DRR activities in Medellin		20	6	20	30%
To date, agreements have been generated with 9 organizations, 6 of them from the private sector, each one of them oriented towards the achievement of results per sub-sector:					
Sub-Sector	Organization	Objective			
Policy and Planning	Mundo Imagen SAS	Donation of the design of graphic pieces that the program develops.			
	Empresa de Desarrollo Urbano (Urban Development Company) - EDU	Support and accompaniment in the inter-institutional coordination. Access to the technical and social information, including that of the homes that require housing improvements, and that do not have financing. Collaboration in the hazard mitigation or housing improvement projects.			
	UNDP	Space in the sectorial committee with Bienestar Familiar (Family Wellbeing – Agency for the Overcoming of Poverty, Victims Unit, and Department for Social Prosperity			
	National Learning Service - SENA	Quotas of technical and professional education for individuals and companies.			
Shelter and Settlements	Fundación Litro de Luz (Foundation Liter of Light)	Capacity building to the community in general in the implementation of clean energy in the milieu. Knowledge transfer to the technical team of the CRRP Program. Installation of 10 lamp posts with alternative energy for public spaces. Plan other developments on the issue with the communities.			
	Fundación Catalina Muñoz	Support to the poorest families with the donation of housing modules, for which homes will be referred by CRRP that require housing solutions. Incorporation in the project “roofs” with population assisted by the CRRP program. Replicate the methodology “My House as a Safe Space” in their communities.			
Market System Rehabilitation	Fundación de La Mujer (Women’s Foundation)				
	INTERACTUAR	Placement of microcredits, financial education, entrepreneurial seminars, technical capacity building.			
	Banco de las Oportunidades (Bank of Opportunities)				

Indicator 2: CRRP 2.1 Number of private sector businesses engaged in response or DRR-related activities as a result of this program	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
	220	206	220	94%

This indicator includes 200 local business of the neighborhoods and 20 private sector organizations engaged through partnerships.

In the four neighborhoods, work is ongoing with 200 productive units from the sectors identified as critical markets. The majority are stores exclusively dedicated to commerce, but it should be pointed out that 27% of the businesses linked to the Program realize their economic activity in their place of residence.

Neighborhood	Commercial	Residential	Total
El Compromiso	34	6	40
El Pinal	38	19	57
Llanaditas	36	14	50
Santo Domingo Savio 1	39	14	53
Total	147	53	200

Indicator 3: CRRP 2.3 Percentage of businesses in the target business category in the program area incorporated into project activities.	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
	33%	100%	33%	100%

100% local businesses working with the program are in the target business category, critical markets, as identified through Emergency Market Mapping and Analysis (EMMA) Methodology.

Neighborhood / Sector	Grocery, Supplies and Food Services	Warehouse and Hardware	Drug Stores and Pharmacies	Total
El Compromiso	36	3	1	40
El Pinal	48	4	5	57
Llanaditas	44	3	3	50
Santo Domingo Savio 1	43	4	6	53
Total	171	14	15	200

SECTOR 2: Shelter and Settlements

SUB-SECTOR: Shelter and Settlements Hazards Mitigation

Indicator 1: OFDA9 Percentage of trained people that retain DRR knowledge 3 and 6 months after training	Cumulative Target: 90%	Cumulative progress to date: 0	Target for life of project: 90%	% of progress towards target: 0
Activities for this indicator correspond to “My Home as a Safe Space” training sessions, which just began in September 2015 by training the field team resident in the neighborhoods. Furthermore, house improvements are going to be selected within the houses participating in “My Home as a Safe Space”.				

Indicator 2: CRRP 3.1 Number of shelters incorporating DRR measures	Cumulative Target: 50	Cumulative progress to date: 0	Target for life of project: 50	% of progress towards target: 0
The activities for this indicator correspond to improvements and structural measures that were recently selected with the community in September 2015.				

Initially, CAH’s recruitment process and other activities necessary for the implementation of its activities were scheduled to being in March, when the first results of participatory mapping required initiating the discussion of risk mitigation works to be implemented. The methodology proposed by the program states that the work is done in permanent agreement with the community. Therefore, the structural measures that were to be developed should be the result of the identification made in the same community participatory mapping exercise. However, as participatory mapping planned for five sessions require up to 16 in some neighborhoods, the entry of CAH had to be postponed until June.

SECTOR 3: Economic Recovery and Market Systems

SUB-SECTOR: Market System Rehabilitation

Indicator 2: CRRP 4.4 Total USD amount channeled into the program area through sub-sector activities	Cumulative Target:	Cumulative progress to date:	Target for life of project:	% of progress towards target:
	\$2,000	\$2,599	\$8,000	32%

All snacks offered during the workshops were purchased from suppliers in each of the neighborhoods. During the second year, more funding channeled into the focused area is expected with the procurements that can be made within the construction works.

Neighborhood	Procurements in USD
Santo Domingo Savio No. 1	\$ 899
El Compromiso	\$ 643
Llanaditas	\$ 867
El Pinal	\$ 191
Total	\$ 2,599

5. Success stories

Within the first phase of the formal systematization of the Program, experiences were identified with the community through focus groups in the neighborhoods, interviews with program coordination officials, and participation in different work roundtables. On the basis of an anthropological perspective, the following success stories were gathered:

Ecological illumination and community consensus building *(Sustainability)*

In the El Compromiso neighborhood the participatory mapping was carried out to identify risk scenarios. Subsequently, field checks were carried out that highlighted the issue that some public spaces had insufficient illumination conditions, which constituted a need to guarantee, among other things, public safety. This situation was able to be resolved through a public-private alliance with Fundación Litro de Luz (liter of light) which provided the materials and installed the lamp posts powered by solar energy to provide light at night.

With the Foundation Litro de Luz, we signed an alliance which agreed to install 10 lamp posts in immunized wood with a battery and a solar panel.

Prior to the installation, the difficulty arose of reaching a consensus with the community regarding the location of the lamp posts, since the neighborhood is divided by sectors, the upper part and lower part. The leaders of each sector advocated for the installation in their sector, and in turn Fundación Litro de Luz proposed the installation in one sector only to achieve a greater impact. It was a consensus that took several meetings in order to arrive at an agreement taking into account criteria such as the wishes of the community, and the technical evaluation headed by the Corporación Ayuda Humanitaria. Following prolonged discussions among leaders about the resources, it was decided to install six in the upper part and four in the lower part of the neighborhood.

Regarding what the installation meant to the community, one female neighborhood participant stated:



“Many people now know about risk management and before that was not the case. We have seen many parts of the neighborhood that we had not seen...we recognize the critical points and the importance of the lamp posts. We are very happy about the solar lamp posts because the day the they were installed I cried from emotion, from the happiness of seeing that the organizations of this project (actually) do want to see us progress, that being in these trainings serves a purpose, that even though it is not for one, or one’s family, it is for the neighborhood and that is an achievement”

Personal independence and visual disability *(Social inclusion)*

Traditionally, people with some type of limiting condition suffer social exclusion due to the social perception that the majority of people have towards persons with these conditions. This exclusion is also experienced in the family dynamic. In the El Pinal neighborhood the program includes the participation of a blind woman who expressed to the focus group:



“It cost me a lot to win my independence from my family, I always met with negativity when it came to studying or moving about, I lived through the social violence that affected my neighborhood holed up inside the house because my family always considered that I could not take care of myself; but when the program arrived with the workshops they offer in the educational institution that is next to my house, I was able to go out and participate and achieve my independence, because now I move about with greater liberty and I feel that I contribute to the neighborhood with my knowledge, because even though I cannot see, I listen about the risk scenarios and I have contributed with my knowledge and reflections in identifying critical points, their causes, affectations, and possible solutions.”

Llanaditas by community mandate a peace territory *(Governance)*

Llanaditas is a neighborhood of Commune 8, which has been affected by the armed conflict. In the upper part there are numerous houses of people in situations of displacement, many of them inhabited by Afro-Colombians who were expelled from their territories of origin, and who arrived in Medellín after fleeing the rural armed conflict, and now live in the middle of the urban insecurity engendered by criminal bands and residues of paramilitary groups. In the midst of this context of invisible but tangible barriers for the mobility of the inhabitants, those who participated in the program affirmed in the focus group that they say no to war and yes to legality and legitimacy:



“Years ago we were afraid to pass from one sector to the other, of moving about in the neighborhood, which affected community participation; Nevertheless, we decided that this was our neighborhood, and that we were not going to allow invisible barriers to restrict our incidence in the planning of the territory. This was how, the leaders, despite the armed groups that harass and want to intervene in the different programs dared to cross from one sector to the other, we come to the program and defy the fear because we are convinced of its importance, in addition because we want to plan our territory and take into account the risk management, we are legitimate leaders for the community and we are recognize for our community work and we should behave as such.”

60-year-old woman.

In Santo Domingo Savio 1 work is being carried out to achieve a sensitized community (Participation)

In Santo Domingo Savio 1 the economic conditions of the population, the characteristics of the terrain, the demographic pressure, the construction techniques, and the social habits, among others, have generated repeated emergency situations, which resulted in strong community participation in the processes of emergency assistance. With the arrival of the program, progress is being made in the formation of a community committed to prevention. In the words of a focus group participant:

“In the workshops we learn a lot about risk prevention, I am a merchant and a DAGRD volunteer, therefore I had an idea about emergency assistance, now I know the importance of prevention and every time someone goes to my store I try to insist in the care of the environment, the handling of the garbage, of the streams, the manner of preventing landslides, in short, I know that all of us who participate in the program come out into the street and disseminate what we learned, and aside from having a disaster assistance committee, now we are progressing towards the formation of a community sensitized in terms of prevention.”

a. New developments impacting implementation

The Program has been developing a major linkage with DAGRD and Medellín Solidaria, seeking to have greater impacts on the city of Medellín: particularly with DAGRD in promoting the “My Home as a Safe Space” campaign in all CBEs of the city. In this process, officials of the institution are actively involved with the planning and training development (they participated in the design process of the supporting material and its contents), and with Medellín Solidaria in reaching their population, the most vulnerable of the city, who also joined the process not only endorsing their homes within the program but coordinating and actively working with its network of “cogestores” (managing partners) who accompany the facilitators in some visits, and will monitor and assist the joint definition of households beneficiaries of “My Home as a Safe Place,” directly in the field.

On the other hand, in Colombia, at the end of October, national elections of mayors and governors who will administer the municipalities and departments from 2016 - 2020 will be held. It is possible for there to be modifications in the posts of public office and therefore of the power brokers with whom the Program has interacted until now. It will also be a time of re-definitions of public policy and an opportunity to show the results of the Program to the new administration of the city, and to mobilize other sectors that traditionally have not been engaged in DRR and to generate spaces of exchange of experiences that contribute to the formulation of public policies in DRR with a *Neighborhood Approach* perspective in the promotion of knowledge.

b. Pending Issues

Defining the 50 home improvements from various points of view:

- From that of physical intervention: the investment will be focused on smaller-scale construction work oriented to roof coverings, rain water downpipes, and power systems
- From that of scope: it is very possible that the investment will be lesser per home, which will allow us to invest in a greater number of homes.
- From the definition of the beneficiaries: attempting to work in various nearby houses allowing to showcase the intervention more in a territorial dimension than isolated units. Also, the focus will be put on the sectors where coverage will be able to be expanded through a PPP.

For the replication of the Program in other neighborhoods progress is being made with DAGRD in the definition of the scope and of the neighborhoods where it will be carried out.

6. Systematization

A summary of the results obtained in the systematization process for each category of analysis is presented below:

Participation

Achievements

- Knowledge acquired with respect to risk and its management. The community participated in the identification, analysis of causes, and proposals of prevention and mitigation.
- Resignification of the nature-humanity relationship, the community has greater awareness of their environment and the dynamics that characterize it, which allows knowing the human responsibility in the disasters and also in its prevention and mitigation.
- Expansion of the horizon of the community in the identification of risk. Following various field checks in the neighborhoods CAH presented the state of the risk scenarios with points initially not identified by the community.
- Consensus about the prioritization of the structural corrective interventions reflected in mitigation construction works, keeping in mind the following criteria: scope of the program, technical revision, State intervention, and budget, provided it may be able to be completed before the end of the program, and the community's aspiration and evaluation.

Difficulties

- The participation with respect to the number of persons and organizations has not fully met expectations as the issue of knowledge of risk management is still very new in Colombia. For example, in the El Pinal neighborhood, initially 130 people attended with the expectation of obtaining improvements for their homes. When the objectives and collective scope were explained, many expressed their frustration and in the following meeting the reduction in attendance of participants was evident.
- The joint participation of male and female merchants. At the start of the process there was little receptivity from the male and female merchants from neighborhoods targeted for the intervention. In addition, they mistrust commercial consultancies because they believe that they will be offered products that end up jeopardizing them because they will be unable to pay for them.

Challenges

- Extending the summons invitation with the participation of more social organizations and different generational groups.
- Designing a communications strategy that promotes the program, its scope, and that favors the participation, guaranteeing a greater impact.

- Achieving a greater coordination between the products of the partners and the structural and non-structural interventions, as well as a greater integration of the commercial sector.

Governance

Achievements for the community

- New knowledge about the neighborhood: both male and female participants affirm that despite living in the territory for so long, their knowledge was limited, and has since expanded with respect to the identification of risk scenarios.
- Subjective empowerment: both male and female participants affirm that the meetings and the methodology implemented has allowed them to recognize themselves as leaders, to increase their social awareness and their commitment with the wellbeing of the people of their neighborhood. Outstanding with regard to this achievement is the manner in which the program and the methodology implemented have contributed towards the increase of the self-esteem of the women with diverse capacities who express that today they feel more capable, independent and intelligent.
- Strengthening of teamwork: male and female participants assert that through the workshops they have valued the importance of teamwork, that they are aware of the need to work jointly in order to achieve objectives, and that they know that the social development of their communities requires networking.
- Community appropriation of the territory: the persons meet to work collectively in favor of peace, and denying the authority that illegal armed groups have usurped in the territory in order to control the mobility of the people in the neighborhood.

Achievements of the implementer partners

- Democratization of knowledge: the University democratized knowledge taking it outside of the sphere of the neighborhood committees to promote its comprehension in persons who previously were not familiarized with the issue, so that progress is being made in an emergency committee towards a sensitized community in prevention.
- Cartographic reconstruction with the community's perception: emphatically male and female participants affirm that the limits of each one of the planning layout sketches do not coincide with those that they recognize. Therefore the neighborhood borders were reconstructed and the internal sectors were identified on the basis of the social and geographic characteristics of their territories on the basis of the territorial representation of the population. This was the first product of the collection of local and community knowledge that allowed having greater credibility and to undertake a social inclusion exercise because the people started to feel that their word had sense and echo among those in charge of the operation of the program. This was how they identified the critical points in the territory, pointed out by the inhabitants as their own, beyond the administrative limits.
- Initial promotion of the organization of the commercial sector in the four neighborhoods: through the awareness raising in issues such as supply chains, continuity plans, and the

importance of their sector in risk management, FENALCO has been fostering networking between merchants and providers.

Difficulties

- The participatory mapping exercise represented for both male and female participants “searching for themselves in the institutionality”, facing a layout sketch that did not include the landmarks referents that they have in the neighborhood, since various persons located themselves by a determined store or bus terminal. Additionally, many did not know the address of their homes. The handling of a map was unknown to many – i.e. some of them had never seen one, or had only worked on maps constructing evacuation routes and not identifying risk scenarios. Such situations that presented more than what was expected expanded the number of sessions dedicated to the topic.

Social Inclusion

Achievements

- New knowledge about technology, already a part of their language are terms such as: risk, threat, vulnerability, sensors, panels, recycling and re-utilization. Today, the women have a greater familiarity with the developments of science and technology.
- Strengthening of the women’s groups. Prior to the implementation of the program, many of the female participants did not know each other. Currently, they are building neighborhood relationships and friendships on the basis of recognition of a gender social condition and of a social class shared by all.
- Strengthening groups of the elderly, in the sense that they have participated in the identification of the risk scenarios and have interacted with persons of different generational groups that have respected and valued their knowledge and their opinions.
- Strengthening the social fabric through structural corrective interventions. Initially, the program, with the support of the Corporación Ayuda Humanitaria built five pedestrian pathways with technical specifications consistent with the neighborhood approach. Each pathway will be a thread for the social fabric, so that neighborhood relationships are strengthened between the upper and lower sectors and tensions are reduced between them, contributing to the notion of a commune, and reducing confrontations for budgets. In addition, the social integration, inclusion and participation are fostered from the recognition of one another. These pathways are five structural interventions for the four neighborhoods: in Santo Domingo Savio 1 stairways are going to be demolished and rebuilt, which connect the upper with the lower sectors, and handrails will be installed. In the El Compromiso neighborhood, two interventions will be carried out: one in the upper sector and another in the lower sector. The two interventions will be pedestrian pathways and possible evacuation routes nearby to the lamp posts installed with the Fundación Litro de Luz. In El Pinal, a pedestrian pathway will be repaired in order to facilitate the access of a nursery school, and to provide continuity to a neighborhood circuit. In Llanaditas, next to a soccer field approximately seven or eight houses are located that do not have a pathway that connects them to the neighborhood roadway; stairways will be built with gutters, handrails and the adjacent aqueducts.

Sustainability

Achievements

- Appropriation of the sense of a neighborhood consciousness: today the participants are aware of the risks their houses and those of their neighbors have. Prior to the Program, they stated that they thought that wellbeing meant for their sons and daughters to be well, and today they recognize that their wellbeing also depends on the wellbeing of their neighbors.
- Resignification of the perception of the territory: previously female and male participants of the program oriented themselves from their neighborhood and their home, and on the basis of places that in the past had been the object of emergency assistance. Now with the participation in the map, this perception includes a notion of a future depicted in the identification of the potential risk scenarios.
- Raising awareness to a large number of merchants in risk management: the intervention by FENALCO is progressively positioning the importance of risk management and its reduction as a strategy of protection among the merchants of the four neighborhoods.
- Greater coverage of the strategy “My House as a Safe Space” and incidence in the institutionality: the work coordinated with DAGRD allowed increasing the goal of the homes through an agreement to work with more than a thousand volunteers who work in 100% of the CBEs of the 16 communes and five districts of the city of Medellín. A four-hour day program was defined to disseminate the contents of the booklet among approximately 1,033 male and female volunteers of DAGRD.

Difficulties

- Safety in the neighborhoods: currently in the neighborhoods there is a presence of illegal armed groups that generate conditions of insecurity and control among the merchants, having an incidence in the products that their establishments offer and obliging them to pay quotas supposedly for their protection. These conditions have resulted in an important percentage of merchants that express reservations in the face of the continuity plans, and suggests that they do not want to grow so as to avoid paying higher quotas (extortion payment) to the illegal actors.
- Establish public-private alliances. Initially, potential businesses were surmised that could be incorporated into the program and contribute to the strengthening of issues that interest the merchant community such as access to credit, employment placement, business strengthening, etc. Having this selection as a basis, the entities were contacted to create a possible alliance that also offers commercial education processes to the community, for employment and in risk management.

Challenges

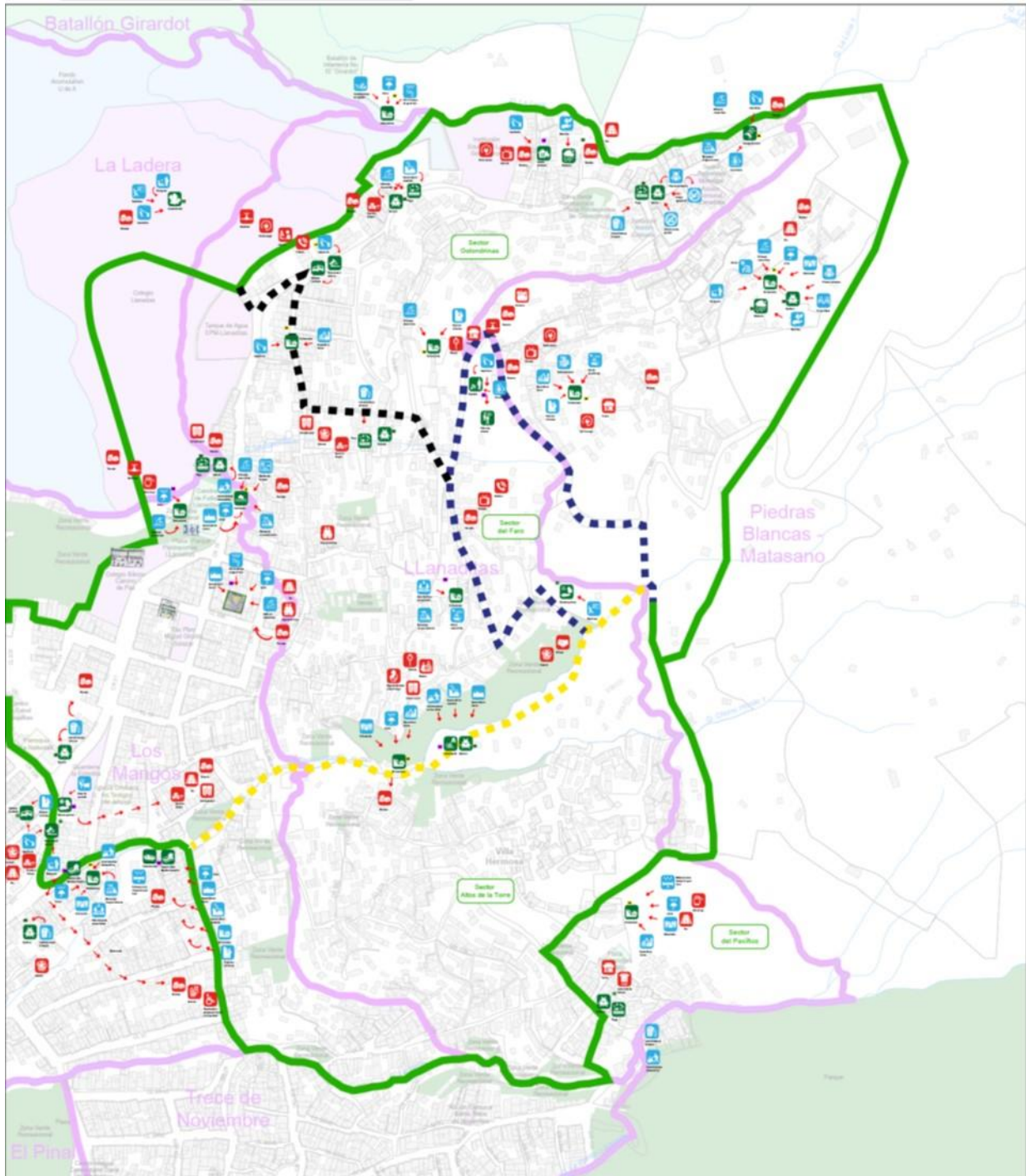
- Work has been achieved with each merchant. Now, the challenge is to promote more actions that allow the merchant to conceive him or herself within the neighborhood in terms of risk management.

7. Annexes

1. Results of the technical visits with the SIATA

Neighborhood	Points Visited	Points selected for the SIATA facilities	Commitments
Llanaditas	Microbasins of the La Loca, La Aguadita and Chorro Hondo ravines. Other points associated to landslides, flooding, and streams.	None	
El Pinal	Microbasins of the La Arenera, Chorrohondo, and Santa Elena ravines. Other points related with sudden increase of the water level, overflowing, and/or flooding.	Installation of level one sensors in the Chorrohondo ravine, and another one in the Rancho Largo sector	CRRP: Conduct a presentation activity with the neighbors of the site to favor the permanency and functioning of the instruments. SIATA: procure before the Public Utility Company of Medellín the permits required for the installation.
Santo Domingo Savio No.1	Microbasins of the La Seca, La Negra and La Zancuda ravines. Other points associated with flooding, landslides, and torrential floods.	El Derrumbre (landslide) sector: SIATA proposes a pluviometric station in the Antonio Derka or Cubo school.	Perform outreach with the support of the CBE and the CRRP Program
		La Seca ravine: review the model of digital elevation with the aim of identifying the possible “routes” of the water current.	

2. Risk Map – Llanaditas Neighborhood



3. Mapas de Mercados Críticos (preliminar)

